

DOCKET FILE COPY ORIGINAL

PANHANDLE PUBLIC LIBRARY COOPERATIVE SYSTEM  
4487 LAFAYETTE, SUITE 4  
MARIANNA, FL 32446  
850-482-9296

August 7, 2001

Reference CC Docket Nos. 96-45 and 97-21

Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, S. W.  
Room TW-A325  
Washington, DC 20554

**RECEIVED**

AUG 15 2001

**FCC MAIL ROOM**

Dear Sir:

On July 30 we received a postcard from SLD (dated 7/24/01) that was titled "Outside of Window Funding Availability". This card notified us that our "Form 471 application, Block 6 Certifications, and/or Item 21 attachments that were postmarked after filing window closed on Jan. 18, 2001, would not be considered for funding for the 2001-2002 Funding Year". Our Billed Entity Number is 154010. This decision was in reference to our Applicant Form Identifier 471-2001-001. We wish to appeal this decision by the Schools and Libraries Division.

Our 471 (Application #254360) was filed on-line before the Jan. 18 deadline. Certification and attachments were postmarked at that same time. On March 8 we received a "rejection letter" (dated March 6) and that was the first indication we had of an error. While the letter was titled "Rejection Letter", it also directed us to resubmit a corrected Certification immediately. We did that, responding that same day and providing the original copy of Block 6. We also provided a letter of explanation. The Block 6 Certification was correctly signed on Jan. 17. It was simply a case of having picked up the wrong piece of paper off of a table; we had mailed our copy of the signed form instead of the original blue signature.

Enclosed are copies of SLD's correspondence and our reply to it.

The next correspondence we received from SLD was on July 23. That was also a postcard (dated 7/13/01), thanking us for our application. It stated that our application was being held pending determination "whether late-filed 471 Forms would be considered for discount funding".

We understand the need for rules and that lines have to be drawn somewhere. However, we have always complied with all SLD requirements and deadlines. We have responded immediately to all requests for further information and/or supporting documents. The copy of the signature received by SLD before the deadline should be proof that this

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Certification was signed correctly. At that point it should have been merely a matter of exchanging pieces of paper that were identical, except for the color of the ink. We feel this particular rule and the decision made in our case is overly harsh.

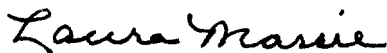
The Panhandle Public Library Cooperative System is dependent upon e-rate discounts to provide Internet access to its citizens through its 14 public library outlets. The funds allow us to pay for expensive telecommunications and Internet service provider costs. We are located in a rural area, an area where educational achievement is low and unemployment is high. We have a strong literacy component to our library services that utilizes the Internet heavily. The economic situation is such that we qualify for discounts of 74% through e-rate. The library system does not have adequate funds to support the full costs of telecommunications through 2001-2002 without those discounted rates.

We are submitting this letter as a formal Letter of Appeal, a request for reconsideration of SLD's ruling.

I will be glad to provide you with any further information. I may be contacted at 4487 Lafayette, Suite 4, Marianna, FL 32446. Our phone is 850-482-9296; our fax is 850-482-9297. My e-mail address is lemassie@hotmail.com

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Laura Massie".

Laura Massie,  
Administrator,  
Panhandle Public Library Cooperative System



Universal Service Administrative Company  
Schools & Libraries Division

FORM 471 CERTIFICATION-REJECTION LETTER  
FUNDING YEAR 4

March 6, 2001

Applicant Form Identifier: 471-2001-001

Funding Year: 4

LAURA MASSIE  
PANHANDLE PUBLIC LIBRARY COOP SYSTEM  
4487 LAFAYETTE, SUITE 4  
MARIANNA, FL 32446

RECEIVED

AUG 15 2001

FCC MAIL ROOM

Dear Applicant:

This letter is your notification that the entire FCC Form 471 Certification of the *Services Ordered and Certification Form*, you submitted did not meet Minimum Processing Standards and so your Form 471 application cannot be processed. Act now to resubmit!

*Your Form 471 Certification is enclosed with this letter, which means that the Schools and Libraries Division (SLD) could not process any portion of it. To be considered for E-rate discounts, your certification must be corrected and resubmitted with the Item 21 Attachments with a postmark date no later than January 18, 2001. The newly submitted Block 6 Form must also meet Minimum Processing Standards.*

Here is an explanation of the specific reason(s) your Form 471 Certification did not meet the Minimum Processing Standards:

- **The Form 471 Certification submitted does not contain an original signature. The signature in Block 6, Item 36 is a copy, stamp or blank.**

We encourage you to respond to this letter as soon as you are able, by resubmitting a corrected Form 471 Certification. We also encourage you to visit the SLD Web Site if you have Internet access, at [www.sl.universalservice.org](http://www.sl.universalservice.org). The Web Site provides Minimum Processing Standards, forms, and guidance to complete your Form 471 Certification. Additional assistance is available by calling the Client Service Bureau at 1-888-203-8100 and by e-mail at [question@universalservice.org](mailto:question@universalservice.org). Client Service Representatives are available from 8:00 a.m. to 8:00 p.m. EST, Monday through Friday.

If you disagree with this decision and you wish to appeal to the SLD, your appeal must be made in writing and received by us within 30 days of issuance of this letter. In your letter of appeal, please include: correct contact information for the appellant, information on the decision you are appealing, the specific item in question, a copy of this letter and an original authorized signature. Appeals sent by fax, e-mail or phone call cannot be processed. Please mail your appeal to: Letter of Appeal, Schools and Libraries Division, Box 125-Correspondence Unit, 80 South Jefferson Road, Whippany, NJ 07981. You may also call our Client Service Bureau at 888-203-8100. While we encourage you to resolve your appeal with the SLD first, you have the option of filing an appeal directly with the Federal Communications Commission (FCC), by sending your notice of appeal to: FCC, Office of the Secretary, 445 12th Street, SW; 12<sup>th</sup> Street Lobby, SW; Washington, D.C. 20554

Schools and Libraries Division

**PANHANDLE PUBLIC LIBRARY COOPERATIVE SYSTEM**  
**4487 Lafayette, SUITE 4**  
**MARIANNA, FL 32446**

**MARCH 8, 2001**

Schools & Library Division  
P.O. Box 7026  
3833 Greenway Dr.  
Lawrence, KS 66044-7026

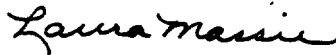
Dear Sir:

Enclosed is a copy of the Form 471 Certification-Rejection Letter we received today. I ask that our request be reconsidered for funding. Our 471 was filed on-line before the deadline. Block 6, containing certification and original signature, was also completed at that time and placed in the mail.

I have checked my files and discovered the problem. Inadvertently, pieces of paper got switched. Apparently our copy of the certification was placed in the mail to SLD and the original copy, with original signature, was placed in our files. I am now enclosing the original copy, along with the copy which you returned to us.

I apologize for our error and thank you for your prompt attention. I may be reached at 850-482-9296. I will be glad to provide any further information needed to correct this.

Sincerely,



Laura Massie,  
Administrator, Panhandle Public Library Cooperative System

*Rec'd 7-23-01*

**YOUR FORM 471 HAS BEEN RECEIVED –  
BUT AFTER THE JANUARY 18 WINDOW CLOSED**

We're sending this card to thank you for your recent Form 471 application but to let you know that your application was received by the Schools and Libraries Division/USAC after the 2001-2002 filing window closed at 11:59 p.m. ET on January 18, 2001.

We are holding your application pending final processing of those applications which were received within the filing window. It has not yet been determined whether late-filed Form 471 applications will be considered for discount funding.

For more information about the processing of 2001-2002 applications, or about plans for the 2002-2003 application process, please visit our web site at [www.sl.universalservice.org](http://www.sl.universalservice.org).

Schools and Libraries Division  
Universal Service Administrative Company

*Rec'd 7-30-01*

**OUTSIDE OF WINDOW  
FUNDING AVAILABILITY**

This card is your notification that your Form 471 application, Block 6 Certifications, and/or Item 21 attachments that were postmarked after the 2001-2002 filing window closed on January 18, 2001, will not be considered for discount funding for the 2001-2002 Funding Year. Sufficient funds are not available.

For more information about the processing of 2001-2002 applications, about appealing the status of your Form 471 application, or about plans for the 2002-2003 application process, please visit our web site at [www.sl.universalservice.org](http://www.sl.universalservice.org). If you do not have access to the Internet, please call the Client Service Bureau at 1-888-203-8100.

Schools and Libraries Division  
Universal Service Administrative Company